Customer Aging

Student Guide

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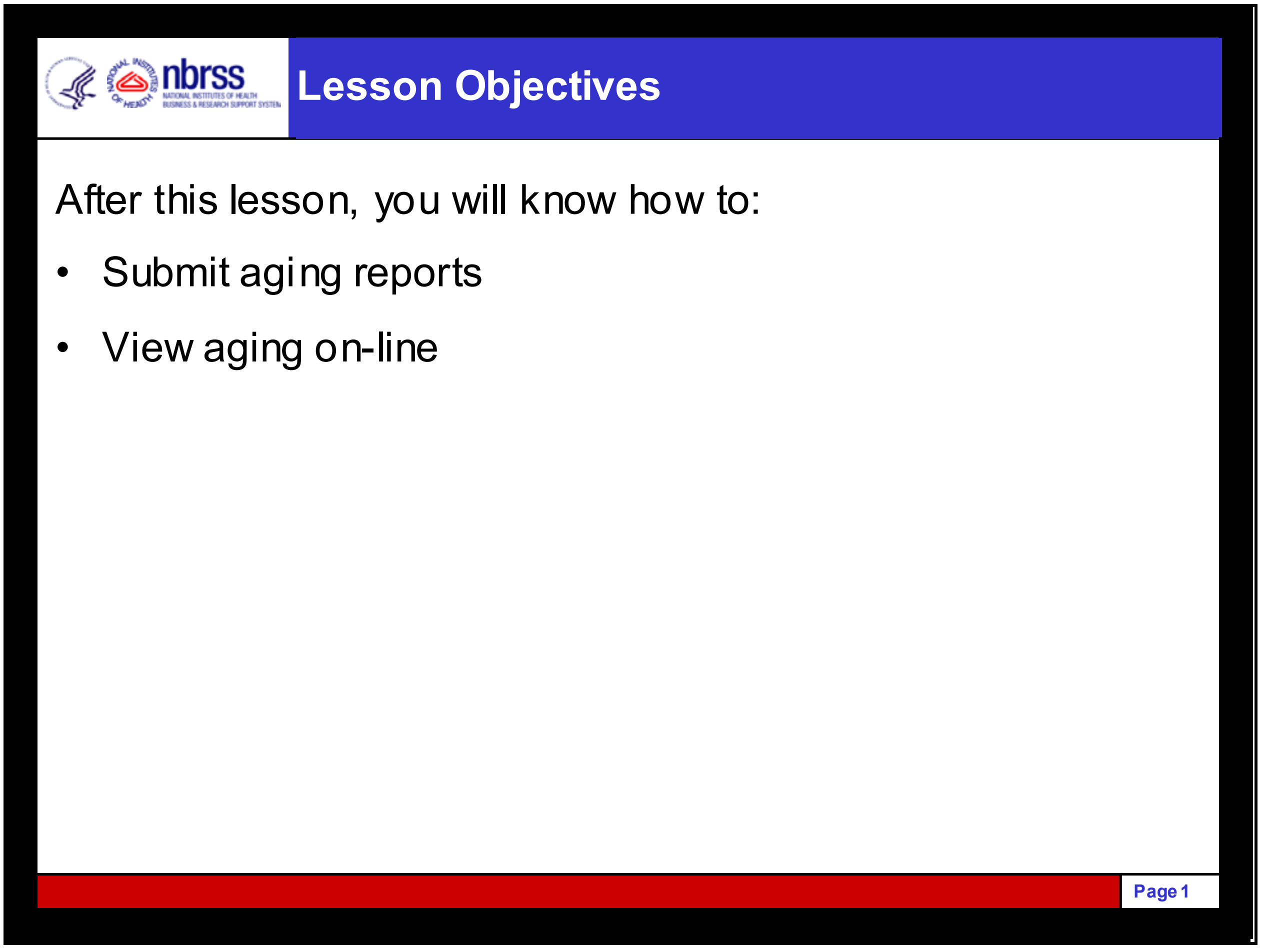
NATIONAL INSTITUTES OF HEALTH
BUSINESS & RESEARCH SUPPORT SYSTEM
Customer Aging
Track 2 End User Training
October 2003

Lesson Objectives



Submitting Aging Reports

Submitting Aging Reports

After this lesson, you will know how to:

➔ **Submit aging reports**

- View aging on-line

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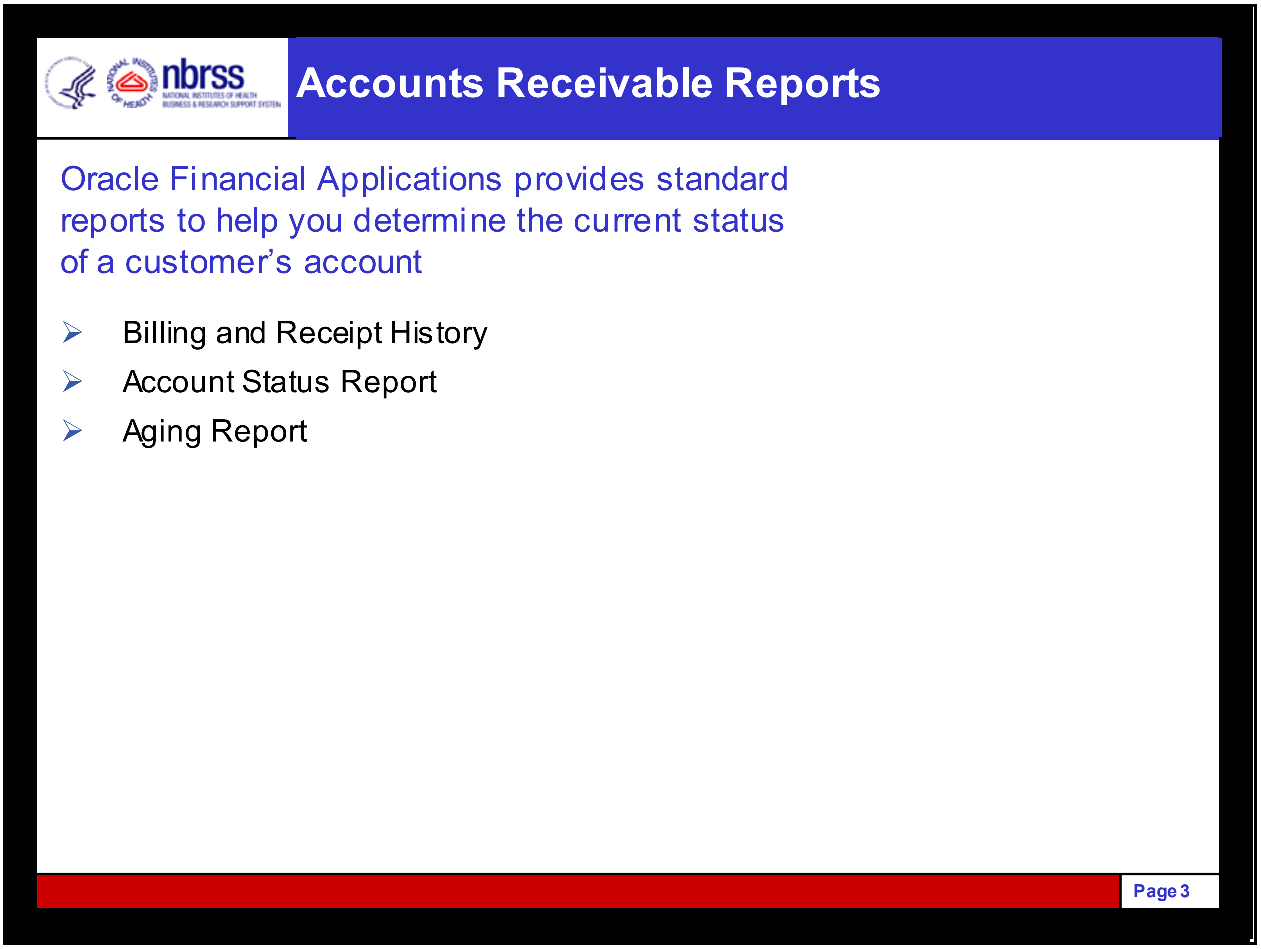
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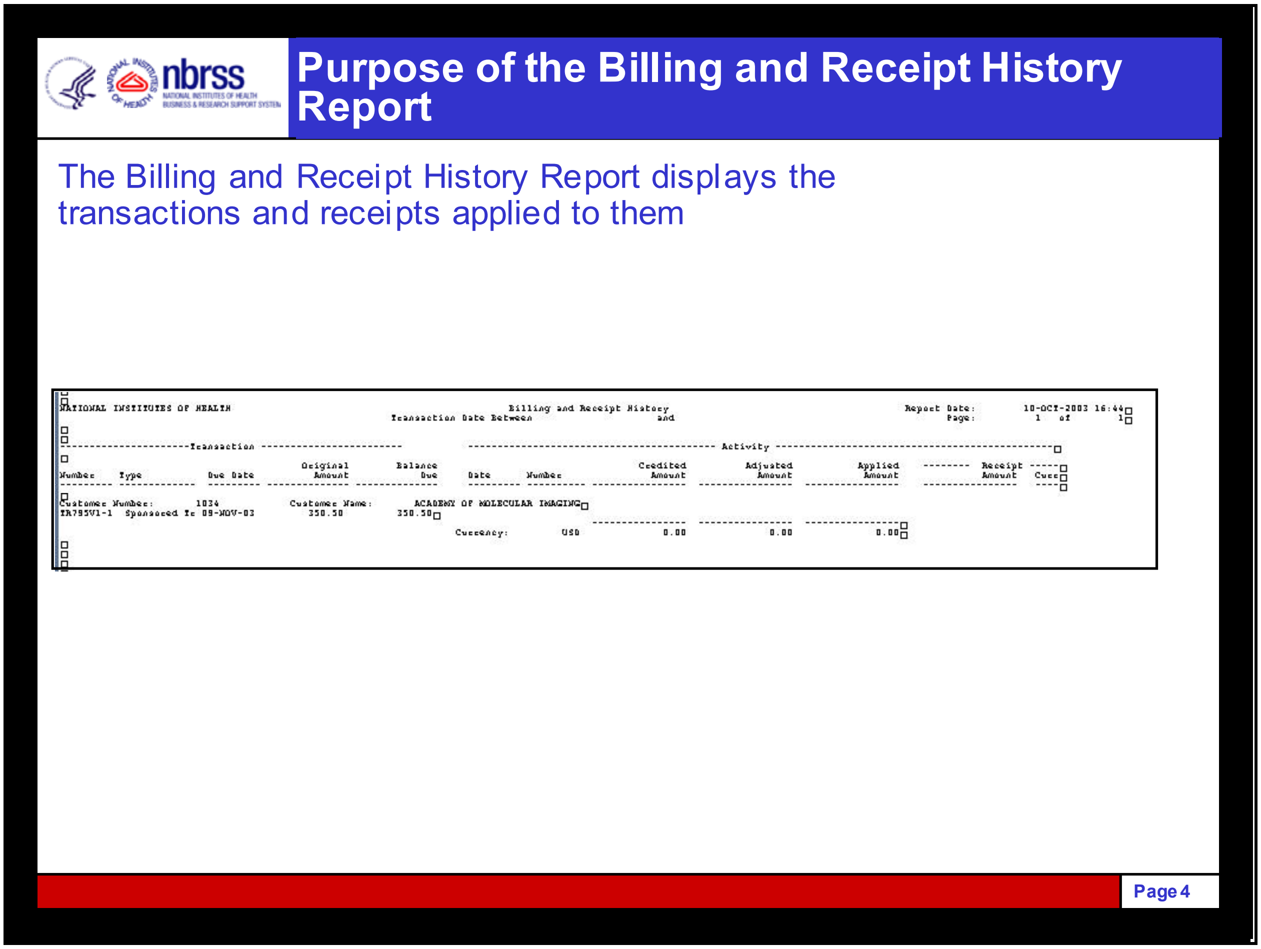
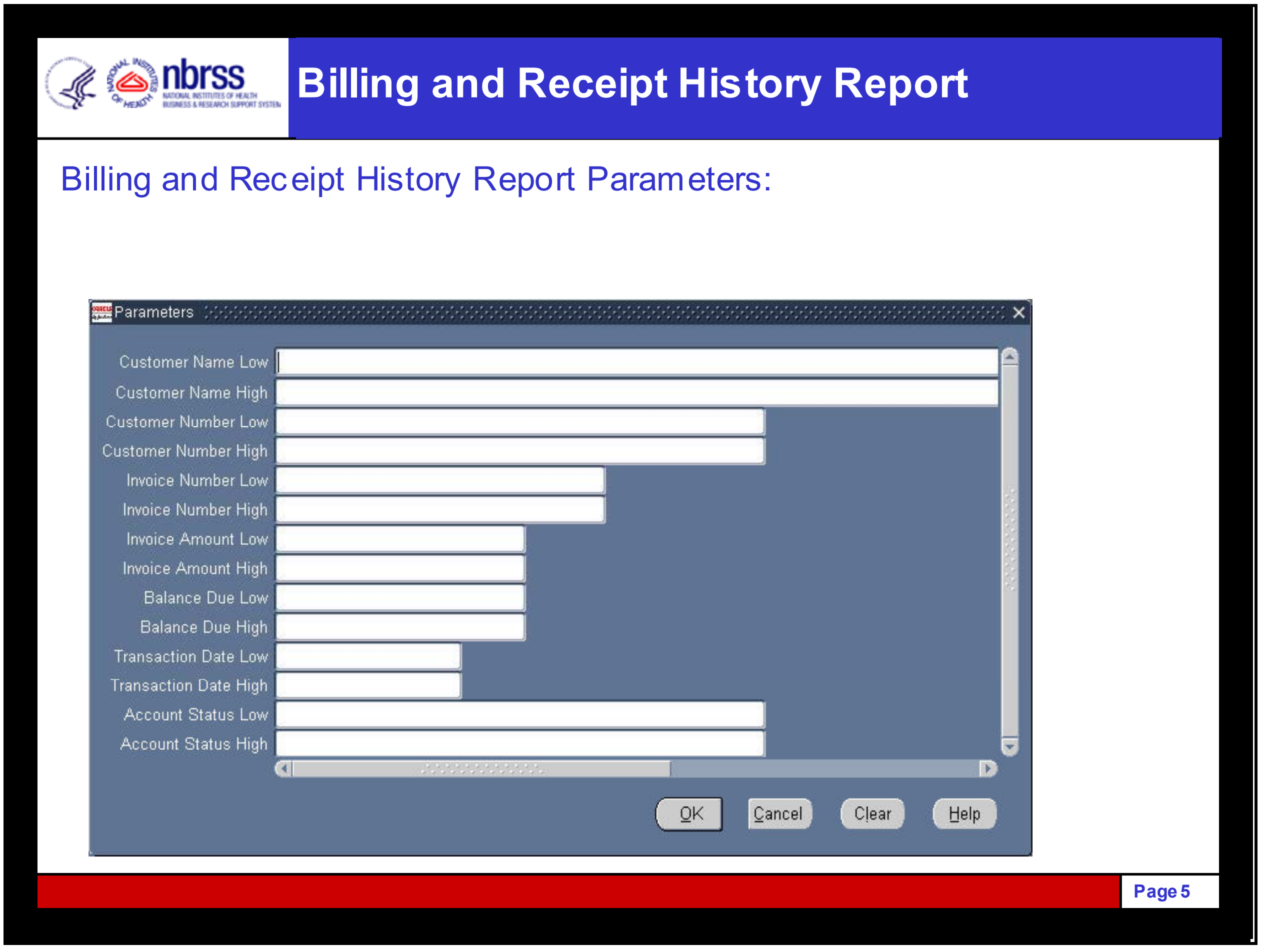
Accounts Receivable Reports
Oracle Financial Applications provides standard reports to help you determine the current status of a customer’s account
Billing and Receipt History
Account Status Report
Aging Report
Page 3



The navigation path to this report is N > Reports > Collections

The Billing and Receipt History Report displays the transactions and receipts segregated by customer for a given date range. The report displays both open and closed transactions.



Selected Report Parameters

Customer Name Range: Select a customer range from the **LOV**

Customer Number Range: Select a customer range from the **LOV**

Invoice Number Range: Select an invoice number range from the **LOV**

Invoice Amount Range: Enter an invoice amount range

Balance Due Range: Enter a balance due range

Transaction Date Range: Select transaction date range from the **LOV**

Account Status Range: Do not use

For all range fields, if you want the report to run for a single value, enter the same value in the low and high fields.

Account Status Report

Account Status Report

The Account Status Report displays the transactions and receipts received for each customer

NATIONAL INSTITUTES OF HEALTH — Account Status Report — Report Date: 09-OCT-2003 16:19
Order By: Customer — Page: 1 of 5
Account Status:

	Customer			Invoice					Functional	
Collector	Name	Number	Location	Number	Type	Date	Due Date	Currency	Original Amount	Balance Due
Default C	AMERICAN HEART ASSOCIAT	1087	BILL_TO	TR25V1-1	Spon	12-SEP-03	12-OCT-03	USD	1,090.00	90.00
				TR28V1-1	Spon	09-SEP-03	09-OCT-03	USD	1,090.00	90.00
				TR30V1-1	Spon	08-SEP-03	08-OCT-03	USD	1,090.00	40.00
				TR35V1-1	Spon	03-SEP-03	03-OCT-03	USD	1,090.00	40.00
				TR37V1-1	Spon	01-SEP-03	01-OCT-03	USD	1,090.00	40.00
				TR444V1-1	Spon	01-SEP-03	01-OCT-03	USD	1,090.00	1,090.00
							Customer Location Subtotal:			1,390.00
Default C	ARTHRITIS FOUNDATION	1129	BILL_TO	TR136V1-1	Spon	05-SEP-03	05-OCT-03	USD	370.50	70.50
				TR137V1-1	Spon	06-SEP-03	06-OCT-03	USD	370.50	370.50
				TR144V1-1	Spon	13-SEP-03	13-OCT-03	USD	370.50	20.50
				TR146V1-1	Spon	15-SEP-03	15-OCT-03	USD	370.50	20.50
				TR147V1-1	Spon	16-SEP-03	16-OCT-03	USD	370.50	370.50
							Customer Location Subtotal:			852.50

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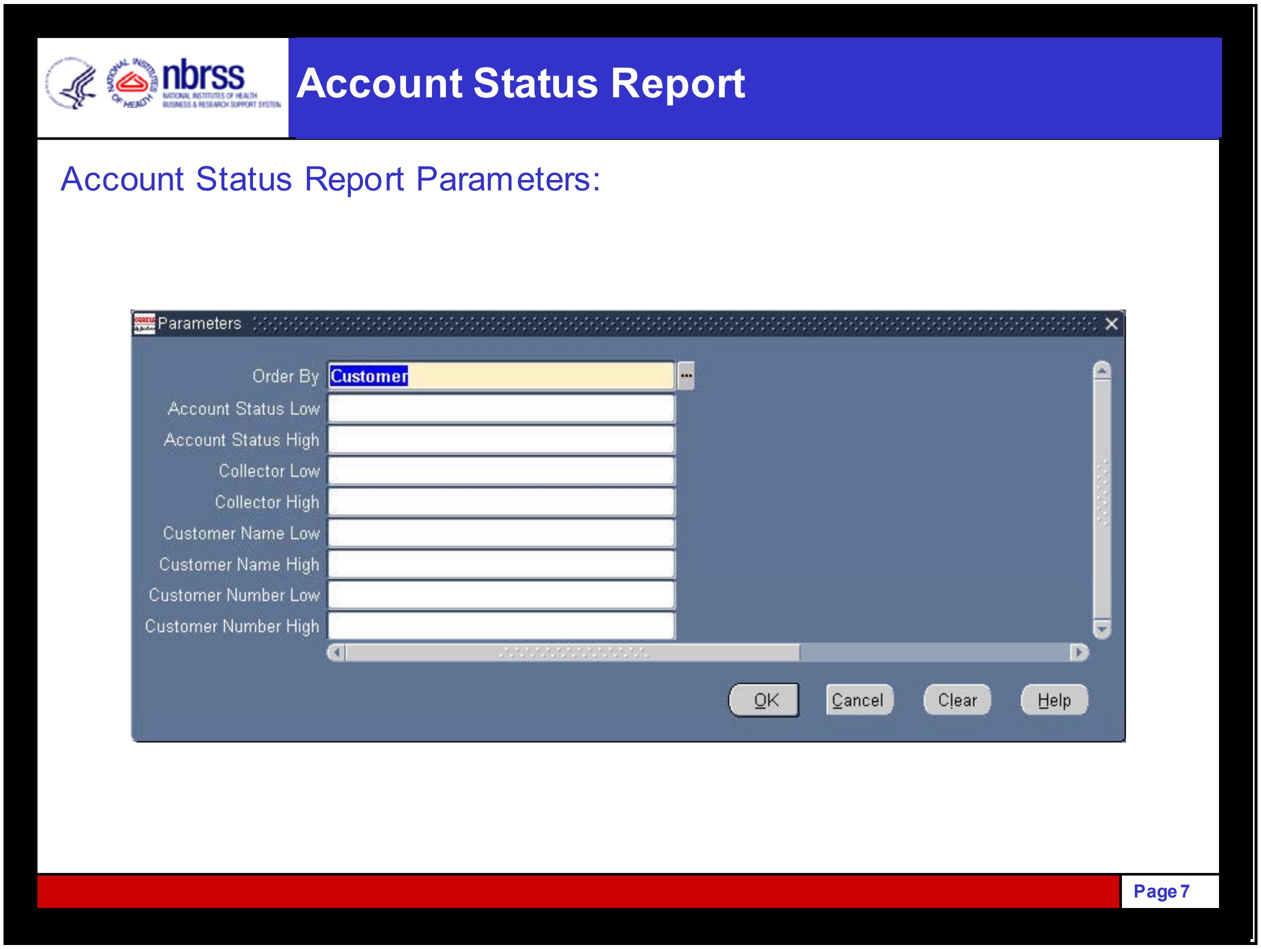
The navigation path to this report is N > Reports > Collections

The Account Status Report displays all the open transactions for a customer, including the original amount, the balance due, and the due date. In addition, the account status report displays any unapplied receipts.

Account Status Report



Report Parameters

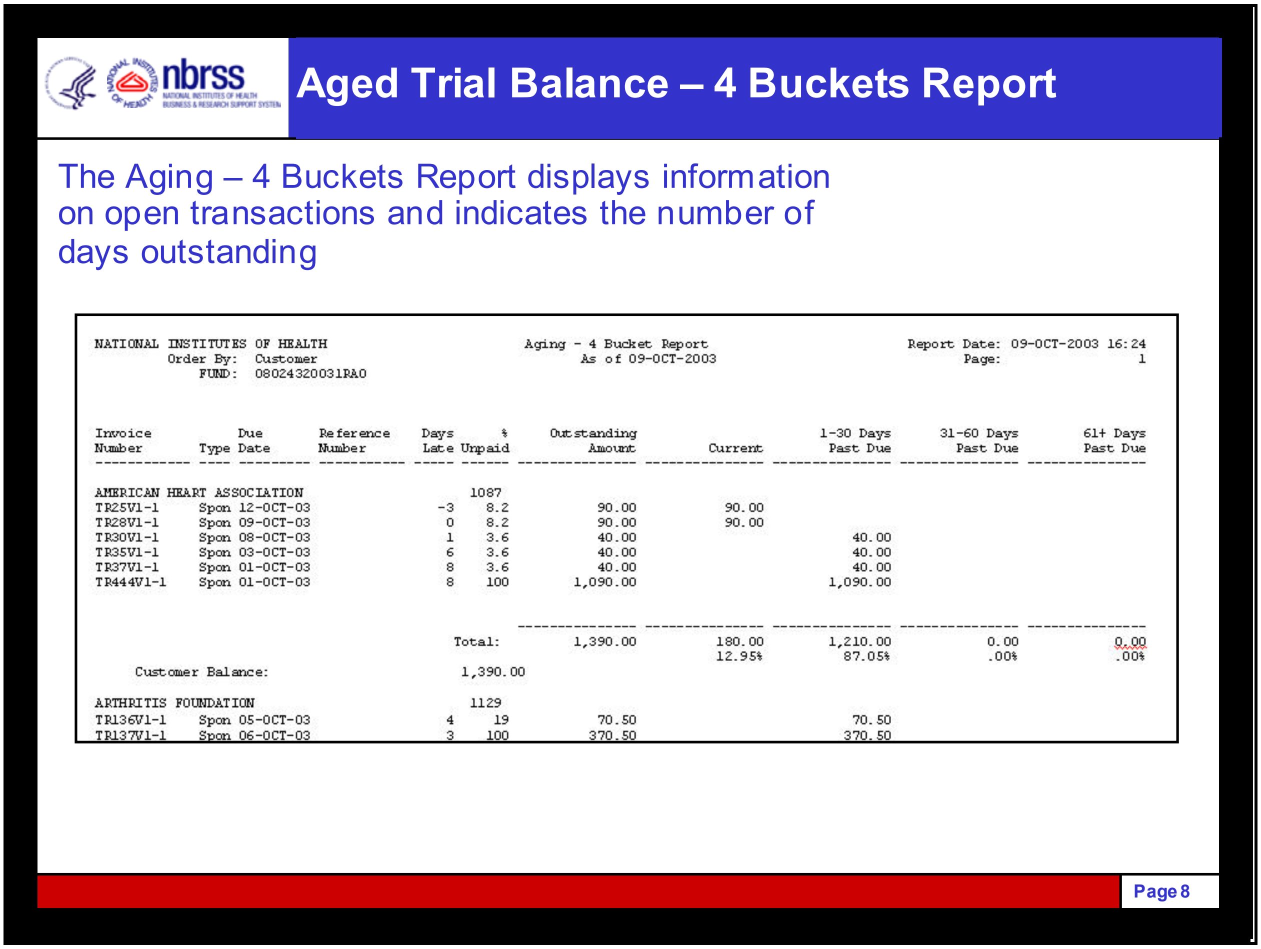
Account Status Range: Do not use

Collector: Do not use

Customer Name Range: Select a customer name range from the **LOV**

Customer Number Range: Select a customer number range from the **LOV**

Aged Trial Balance – 4 Buckets Report



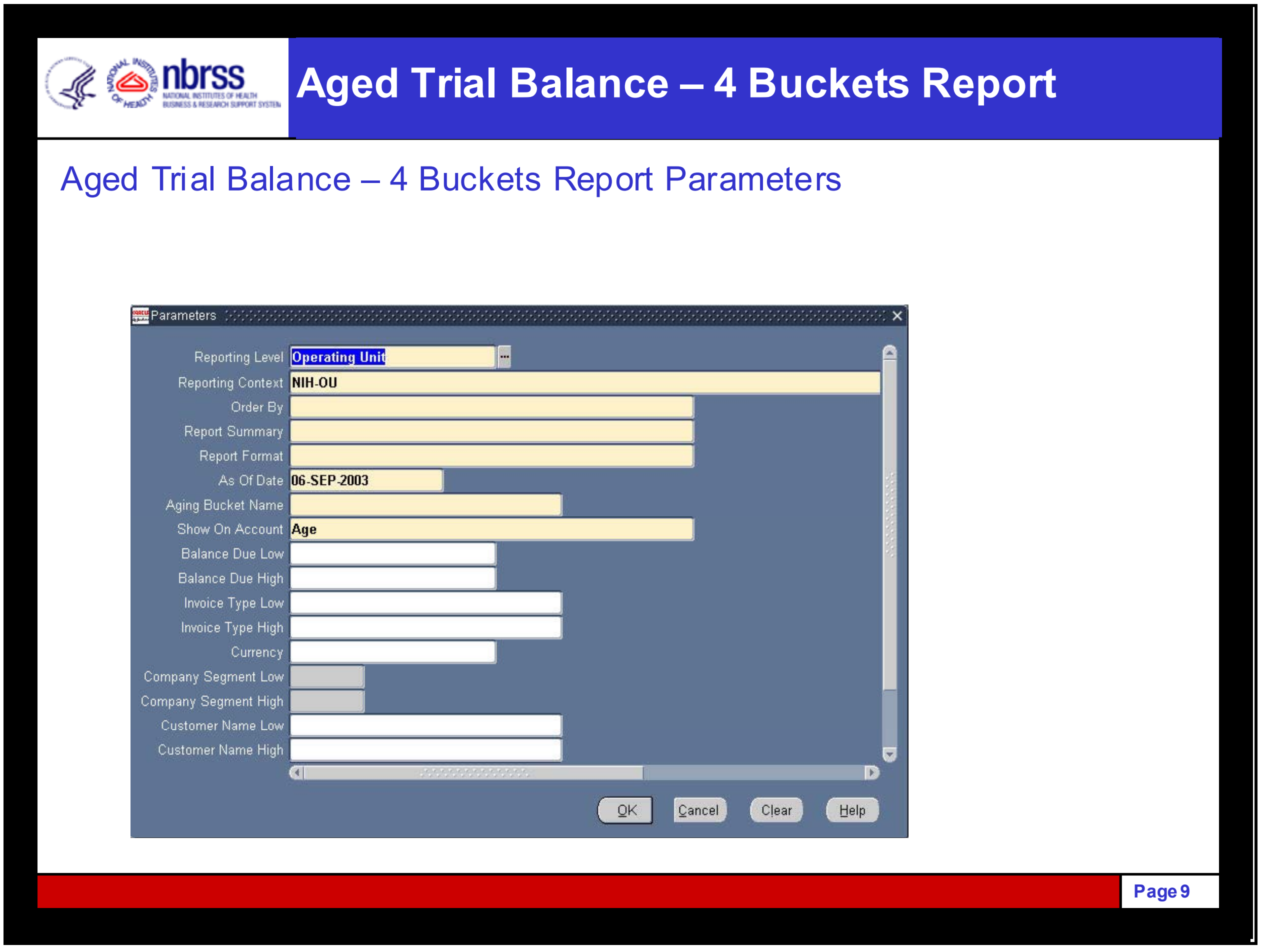
NATIONAL INSTITUTES OF HEALTH — Order By: Customer — FUND: 08024320031RA0
Aging - 4 Bucket Report — As of 09-OCT-2003
Report Date: 09-OCT-2003 16:24 — Page: 1

Invoice Number	Type	Due Date	Reference Number	Days Late	% Unpaid	Outstanding Amount	Current	1-30 Days Past Due	31-60 Days Past Due	61+ Days Past Due
AMERICAN HEART ASSOCIATION					1087					
TR25V1-1	Spon	12-OCT-03		-3	8.2	90.00	90.00			
TR28V1-1	Spon	09-OCT-03		0	8.2	90.00	90.00			
TR30V1-1	Spon	08-OCT-03		1	3.6	40.00		40.00		
TR35V1-1	Spon	03-OCT-03		6	3.6	40.00		40.00		
TR37V1-1	Spon	01-OCT-03		8	3.6	40.00		40.00		
TR444V1-1	Spon	01-OCT-03		8	100	1,090.00		1,090.00		
					Total:	1,390.00	180.00	1,210.00	0.00	0.00
							12.95%	87.05%	.00%	.00%
Customer Balance:					1,390.00					
ARTHRITIS FOUNDATION					1129					
TR136V1-1	Spon	05-OCT-03		4	19	70.50		70.50		
TR137V1-1	Spon	06-OCT-03		3	100	370.50		370.50		

The navigation path to this report is N > Reports > Collections

The Aging – 4 Buckets Report displays the open transactions for each customer and groups them by the number of days they are overdue.

The four buckets include Current, 1-30 Days Past Due, 31 – 60 Days, and 61+ days.



Selected Report Parameters

Order By: Use the **LOV** to select the order in which you want the information displayed

Report Summary: User the **LOV** to select the summary type

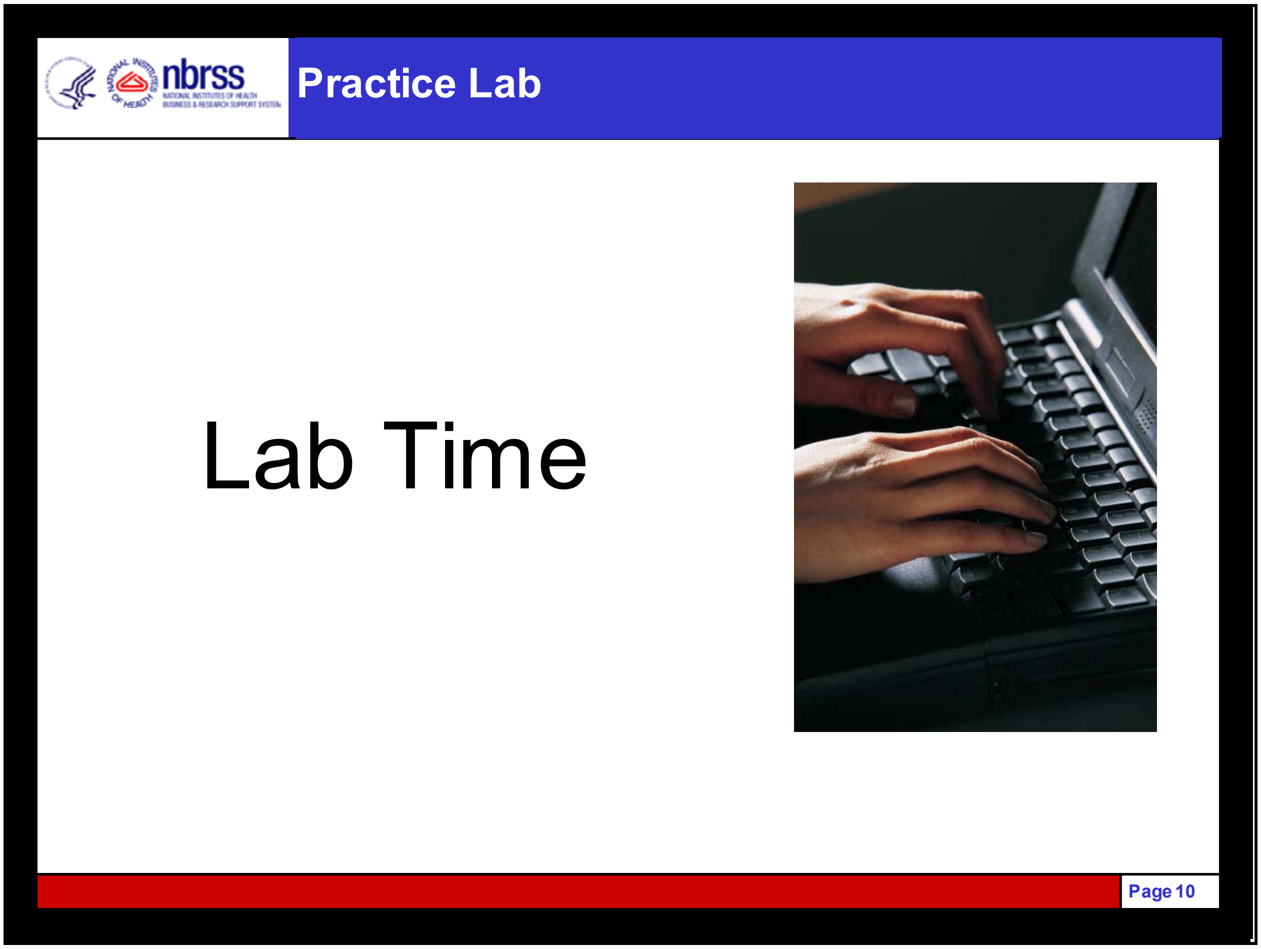
Report Format: Select Brief or Detailed from the **LOV**

As of Date: Enter the date as of which you want the information to display

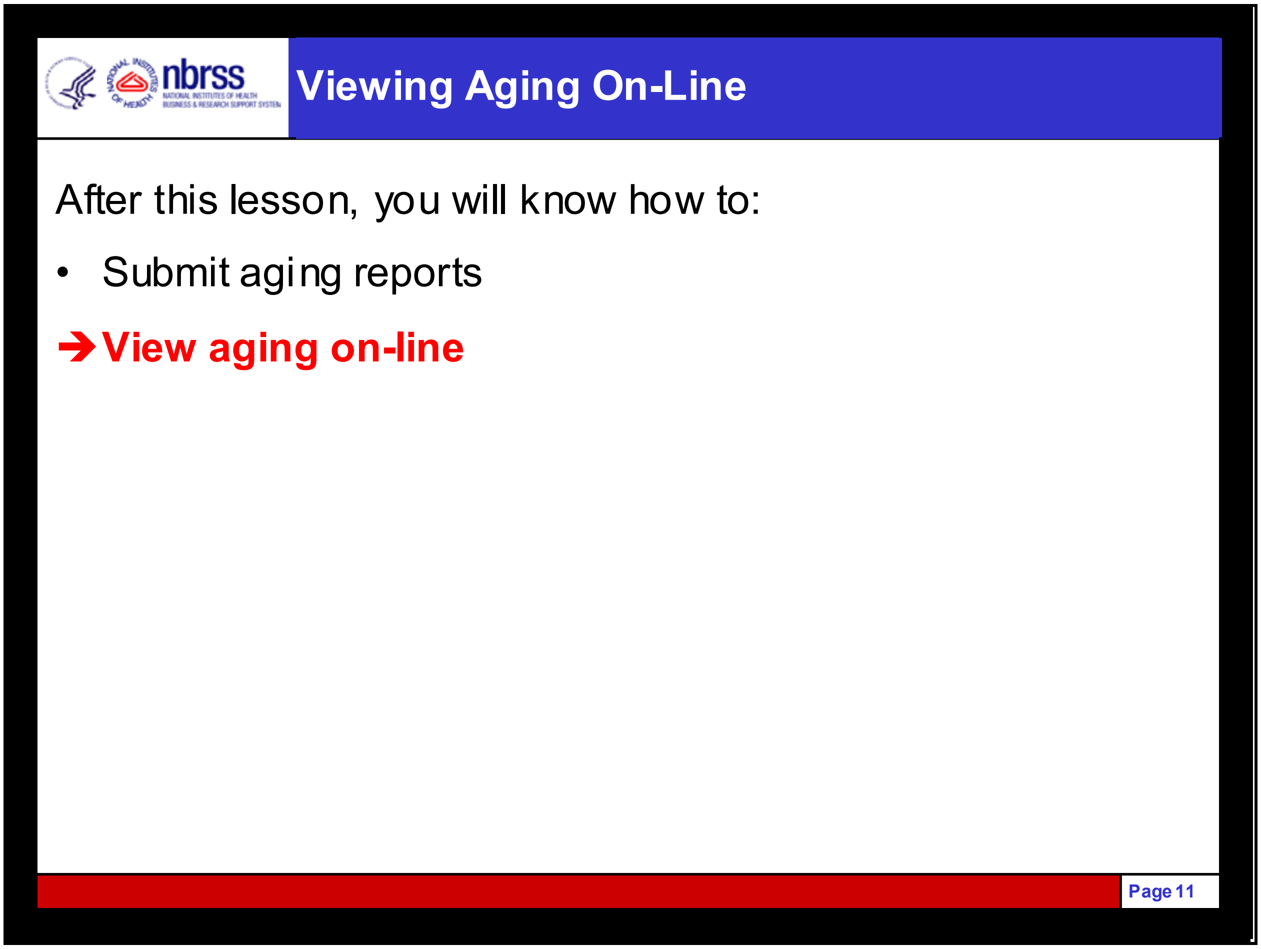
Bucket Name: Use the **LOV** to populate **Standard**

Show on Account: Select Summarize or Age from the **LOV**

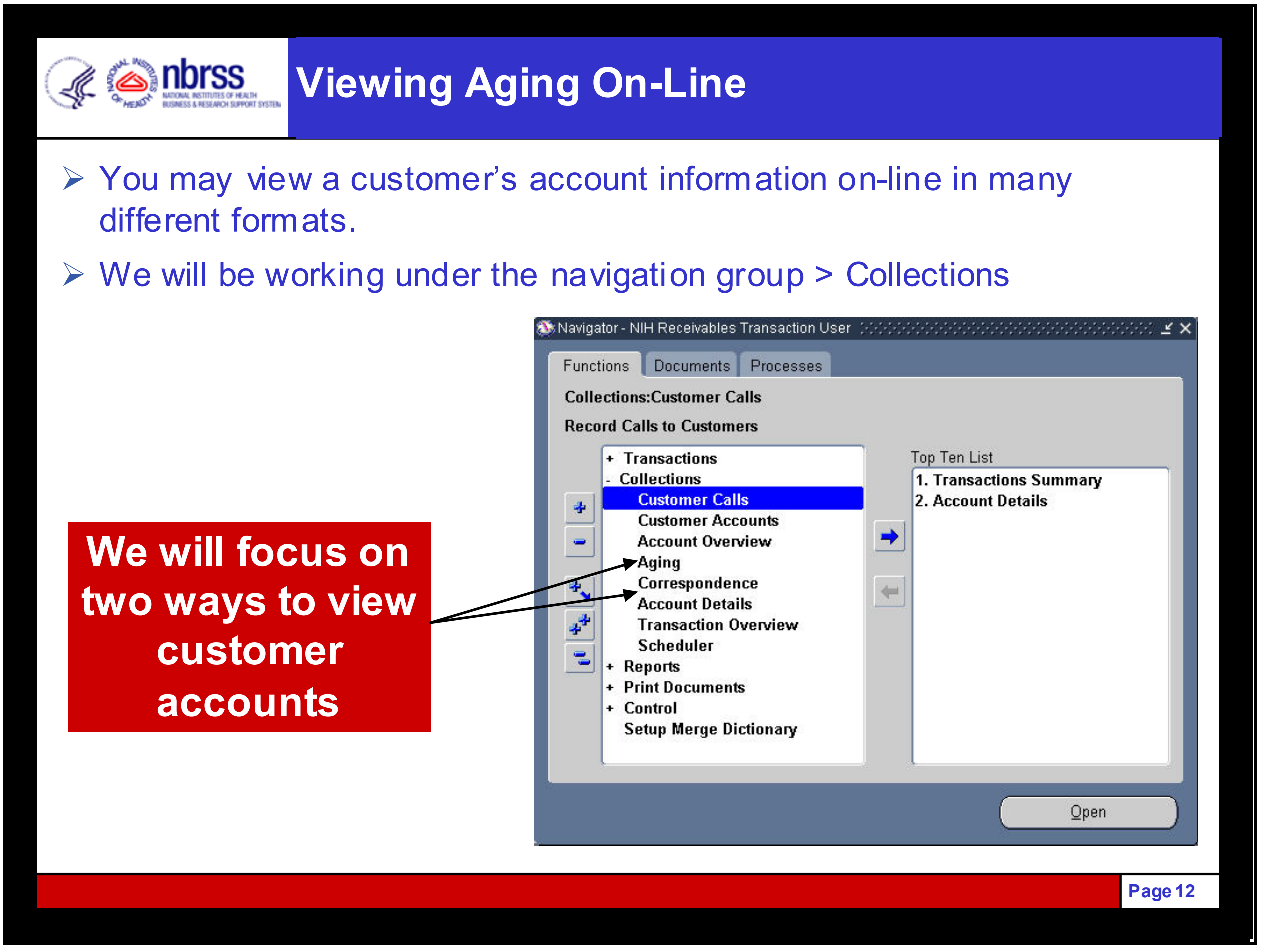
Practice Lab



Complete Lab 1: Running Aging Reports


Viewing Aging On-Line
After this lesson, you will know how to:
• Submit aging reports
➔View aging on-line
Page 11

Viewing Aging On-Line

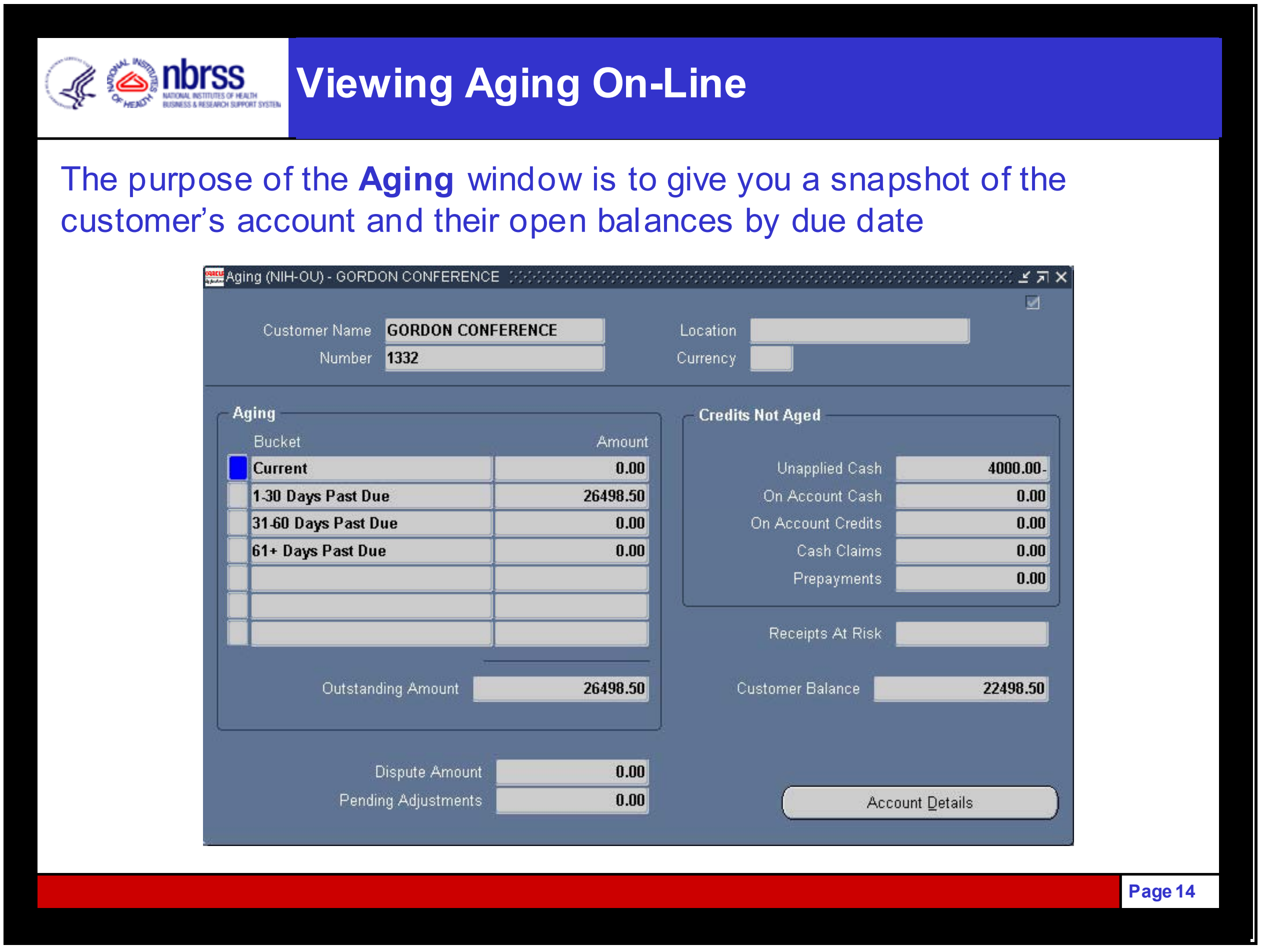


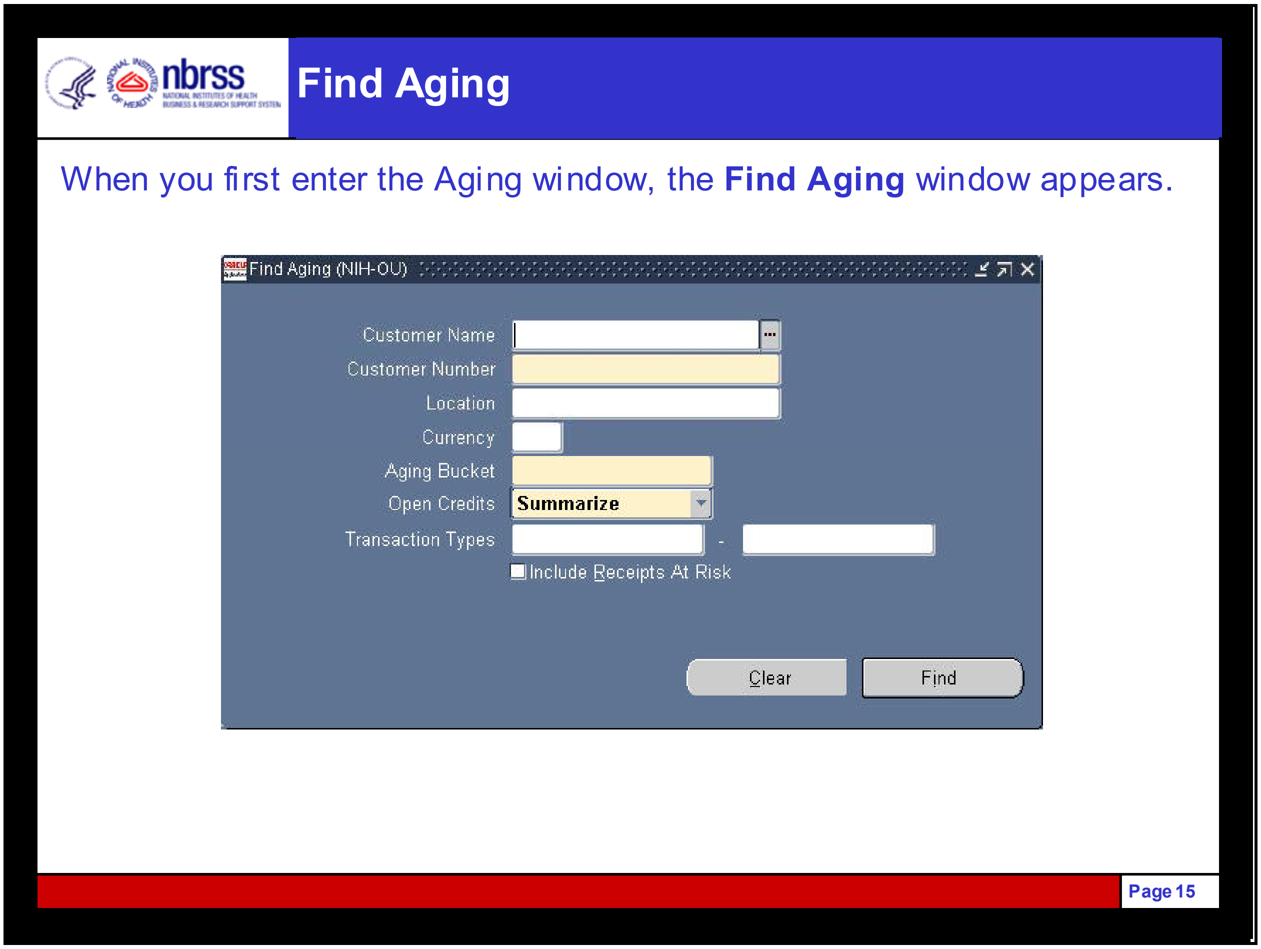
We will review going through the following navigation paths:

N > Collections > Aging
N > Collections > Account Details

Viewing Aging On-Line

Viewing Aging On-Line





Select the **Customer Name** or **Number** from the LOV

Select the **Location** if you want to select a specific address. (If you do not select a location, information for all locations will be displayed)

In the **Aging Bucket** field, select **Standard**

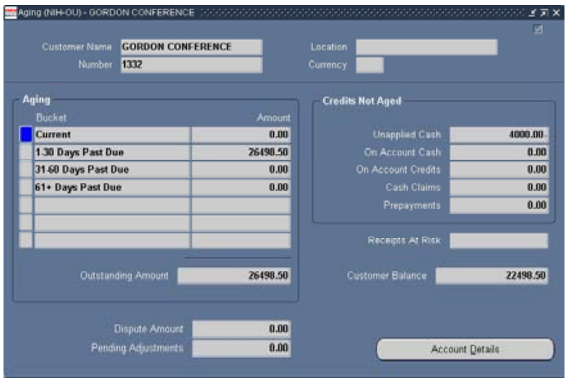
In the **Open Credits** field, select either **Summarize** or **Age** (See upcoming slides for clarification)

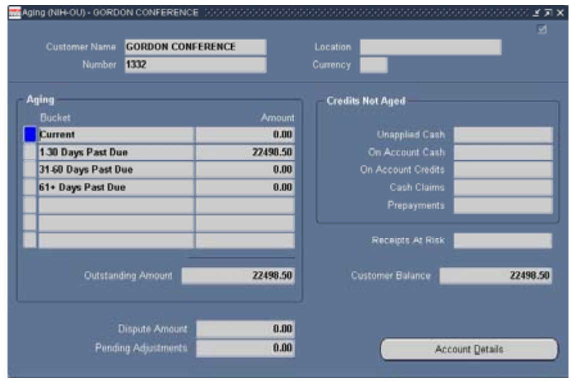
Select the types of transactions in the **Transaction Types** field

Select the **Find** button when you are done entering your search criteria.

Viewing Aging On-Line

You may select the following options for customer credits:





Summarize:
Appear in the **Credits Not Aged** block

Age:
Appear in totals listed in **Aging** block

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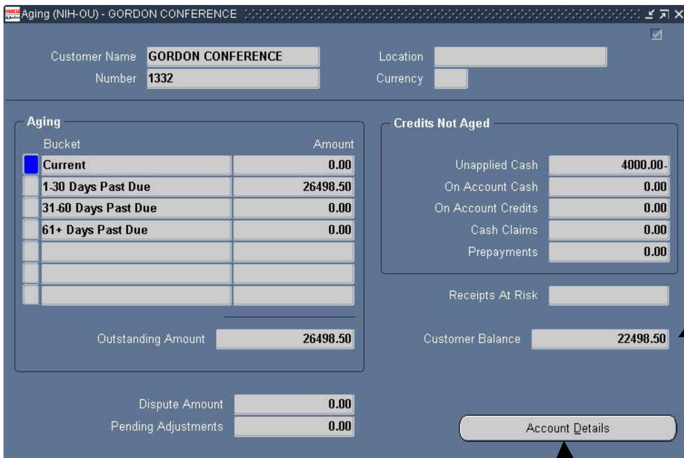
Viewing Aging On-Line

The **Aging** window displays the total amount of outstanding items for a customer by aging bucket.



The total amount outstanding for the customer is listed in the **Customer Balance** field.

To view the detailed transactions that comprise the aging bucket totals, place your cursor in the bucket you would like to review and select the **Account Details** button.

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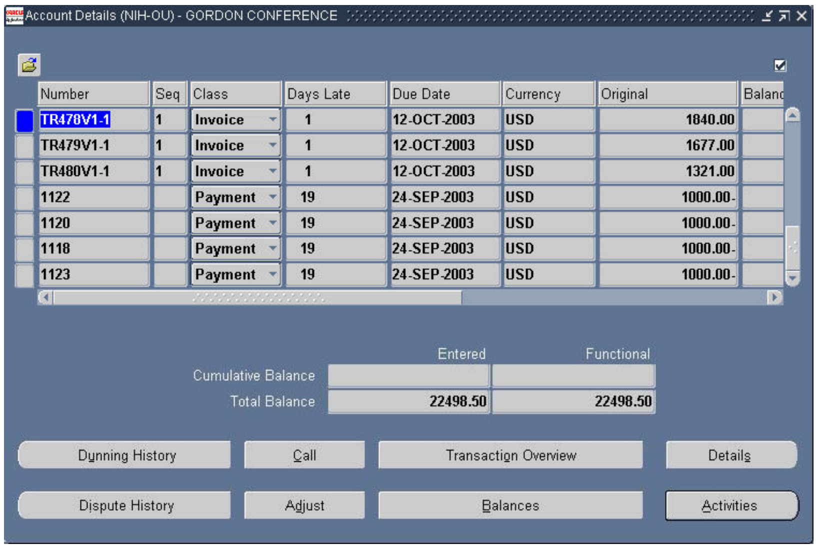
Account Details

Account Details

In the **Account Details** window, you may view summary information about the transaction or payment.



To view the details of the transaction, select the **Details** button.

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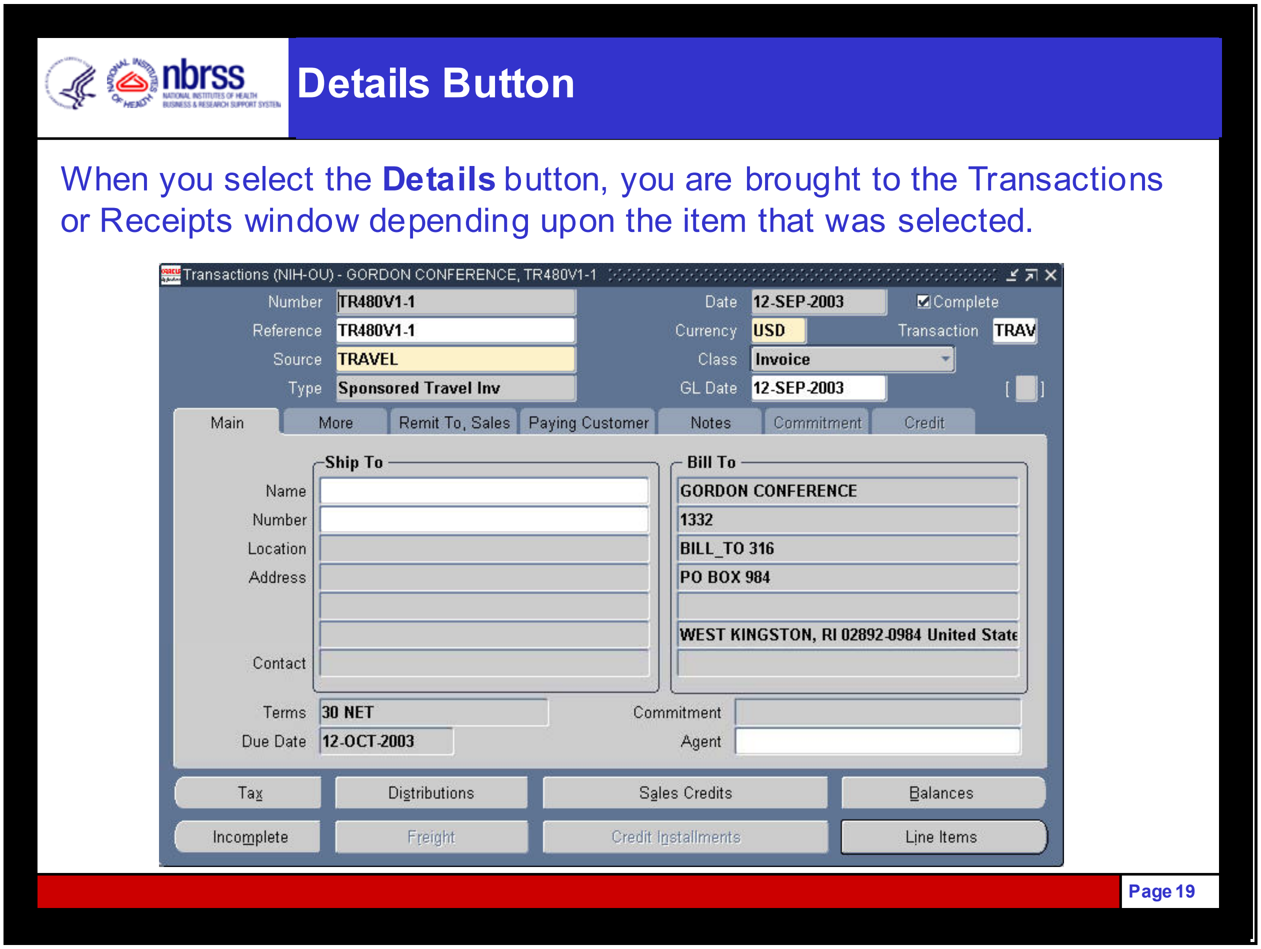
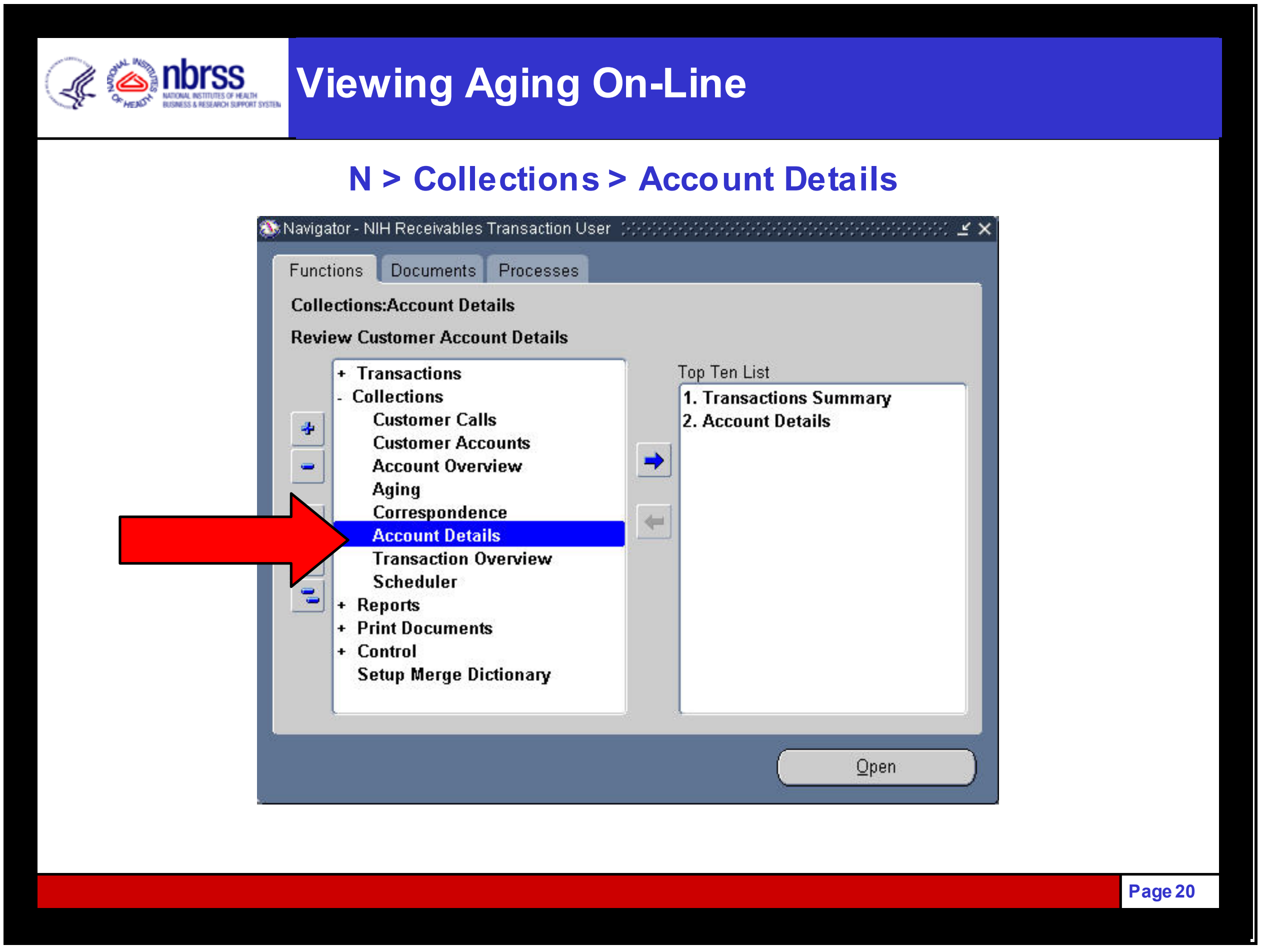
When you select the **Account Details** button, you are brought into the **Account Details** window.

Use the horizontal scroll bar to see summary information related to the transaction or receipt.

Details Button



Note: You may only view the windows for which you have access. For example, only those with access to the transactions window can view invoices. Only those that have access to the receipts window can view the receipt details.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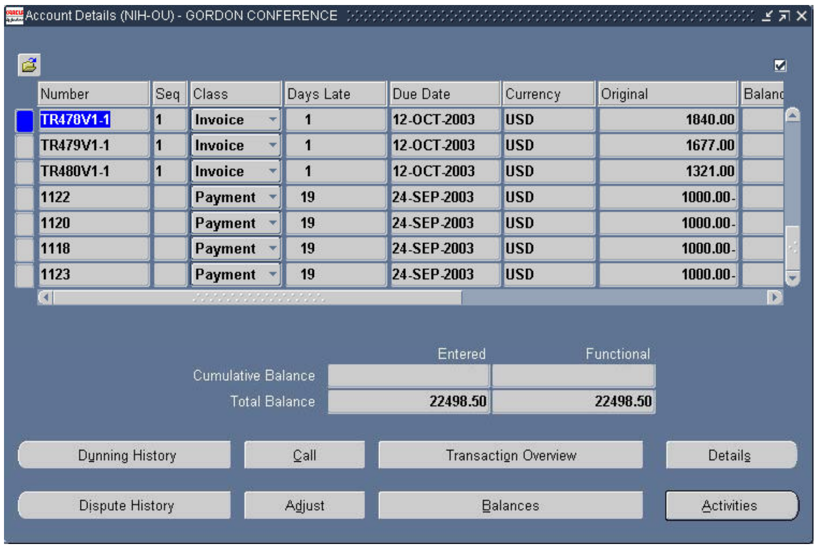
NATIONAL INSTITUTES OF HEALTH
BUSINESS & RESEARCH SUPPORT SYSTEM
Viewing Aging On-Line
N > Collections > Account Details
Navigator - NIH Receivables Transaction User
Functions
Documents
Processes
Collections:Account Details
Review Customer Account Details
+ Transactions
- Collections
Customer Calls
Customer Accounts
Account Overview
Aging
Correspondence
Account Details
Transaction Overview
Scheduler
+ Reports
+ Print Documents
+ Control
Setup Merge Dictionary
Top Ten List
1. Transactions Summary
2. Account Details
Open
Page 20

Account Details

Account Details

In the **Account Details** window, you may view summary information about the transaction or payment.



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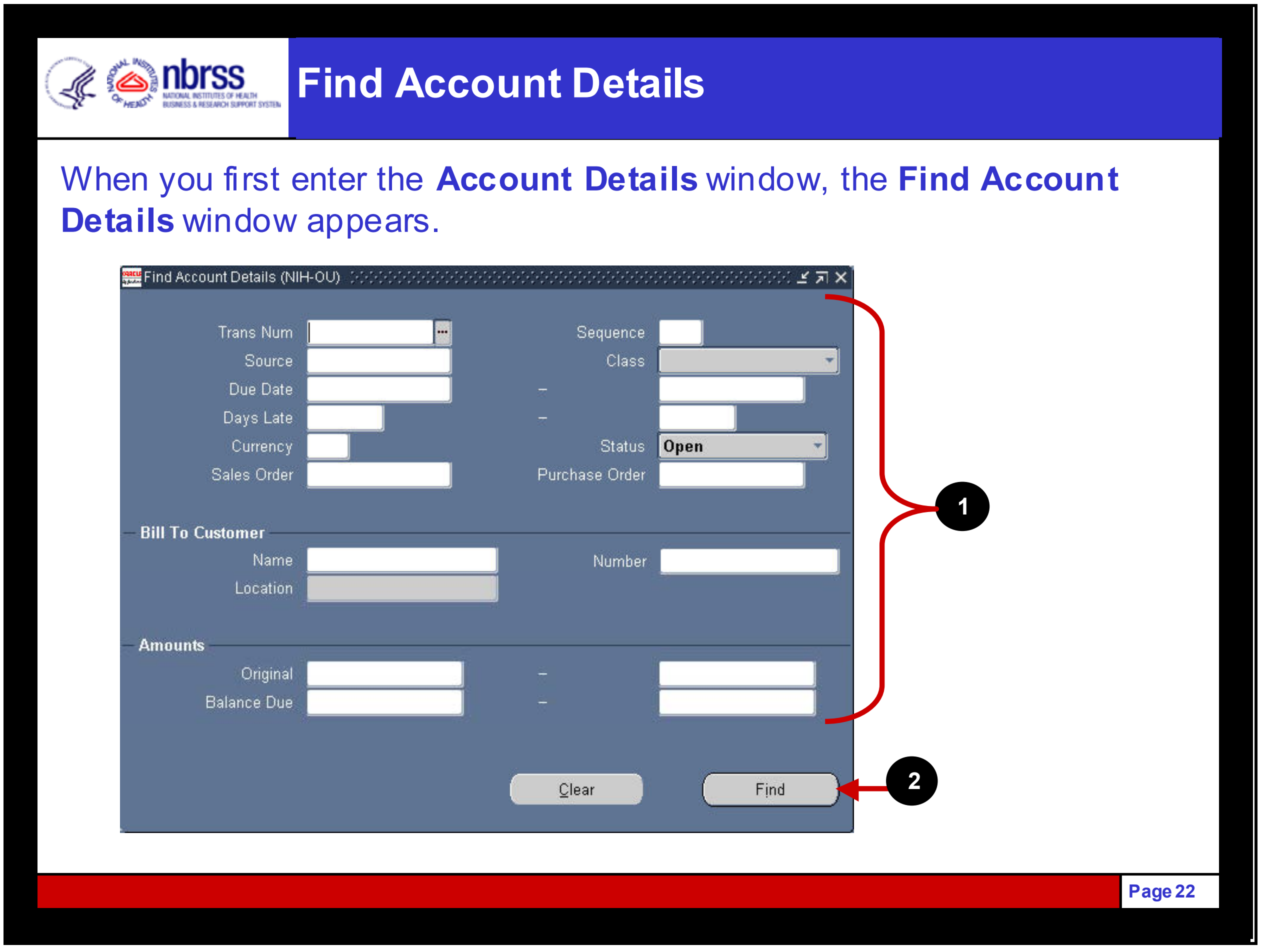
This is the same window that appears when you select the **Account Details** button from the **Aging** window.

Find Account Details



- Enter your search criteria
- Select the **Find** button.

Selected Search Criteria

Trans Number: Enter the invoice, debit memo, or receipt number or select it from the **LOV**

Source: For Track 2, select **Sponsored Travel** from the **LOV**

Class: Select Invoice, Debit Memo or Receipt from the drop down menu.

Due Date Range: Enter a due date range

Date Late Range: Enter a number of days late range

Status: Select Open, Closed, or Blank. If you select blank, then both open and closed items will be displayed.

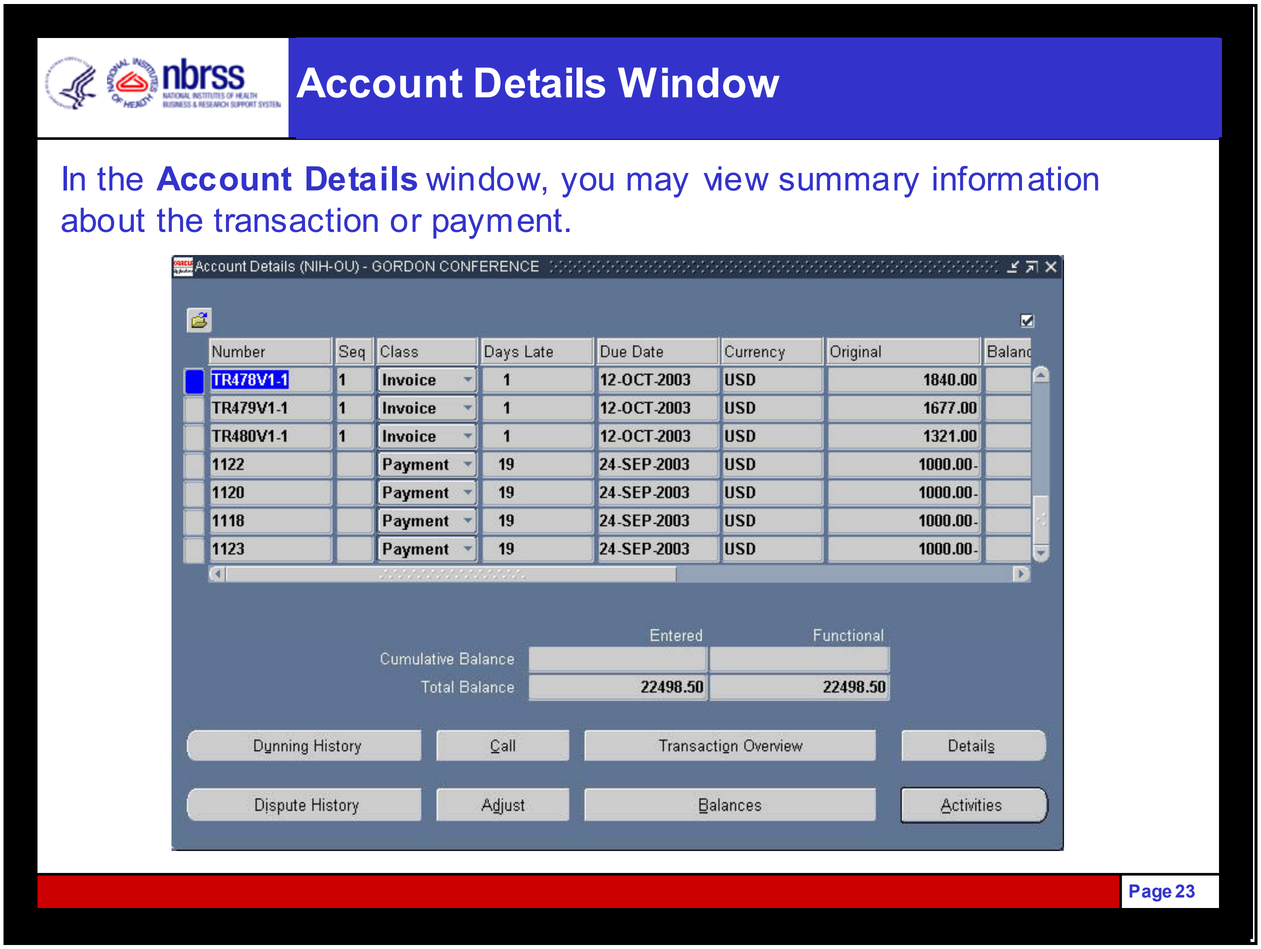
Bill To Customer Name: Select the Bill-To customer name from the **LOV**. Note: If you select a Trans Number, this information will default.

Bill To Customer Location: Select the Bill-To location from the **LOV**. Note: If you select a Trans Number, this information will default.

Amounts: Original Range: Enter a range for the original amount of the transaction or receipt

Amounts: Balance Due Range: Enter a range for the balance due on the transaction

Account Details Window



Use the horizontal scroll bar to view summary information on the invoice, debit memo, or receipt.

If you want to review the original amount, invoice adjustments, and receipts applied, select the **Balances** button.

If you want to review the details of the transaction, select the **Details** button.

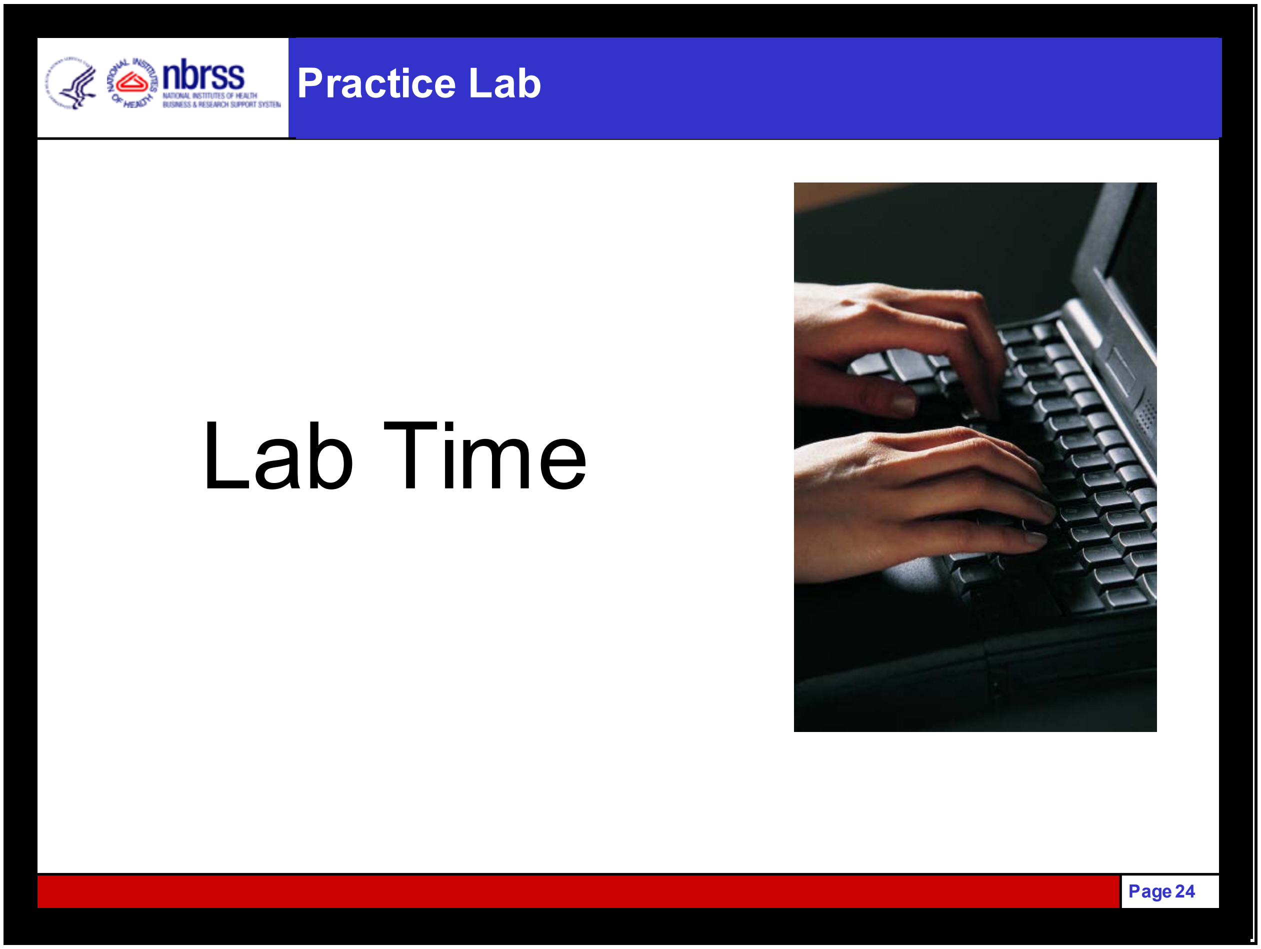
If you want to review the transaction overview, select the **Transaction Overview** button.

If you want to adjust the invoice, select the **Adjust** button.

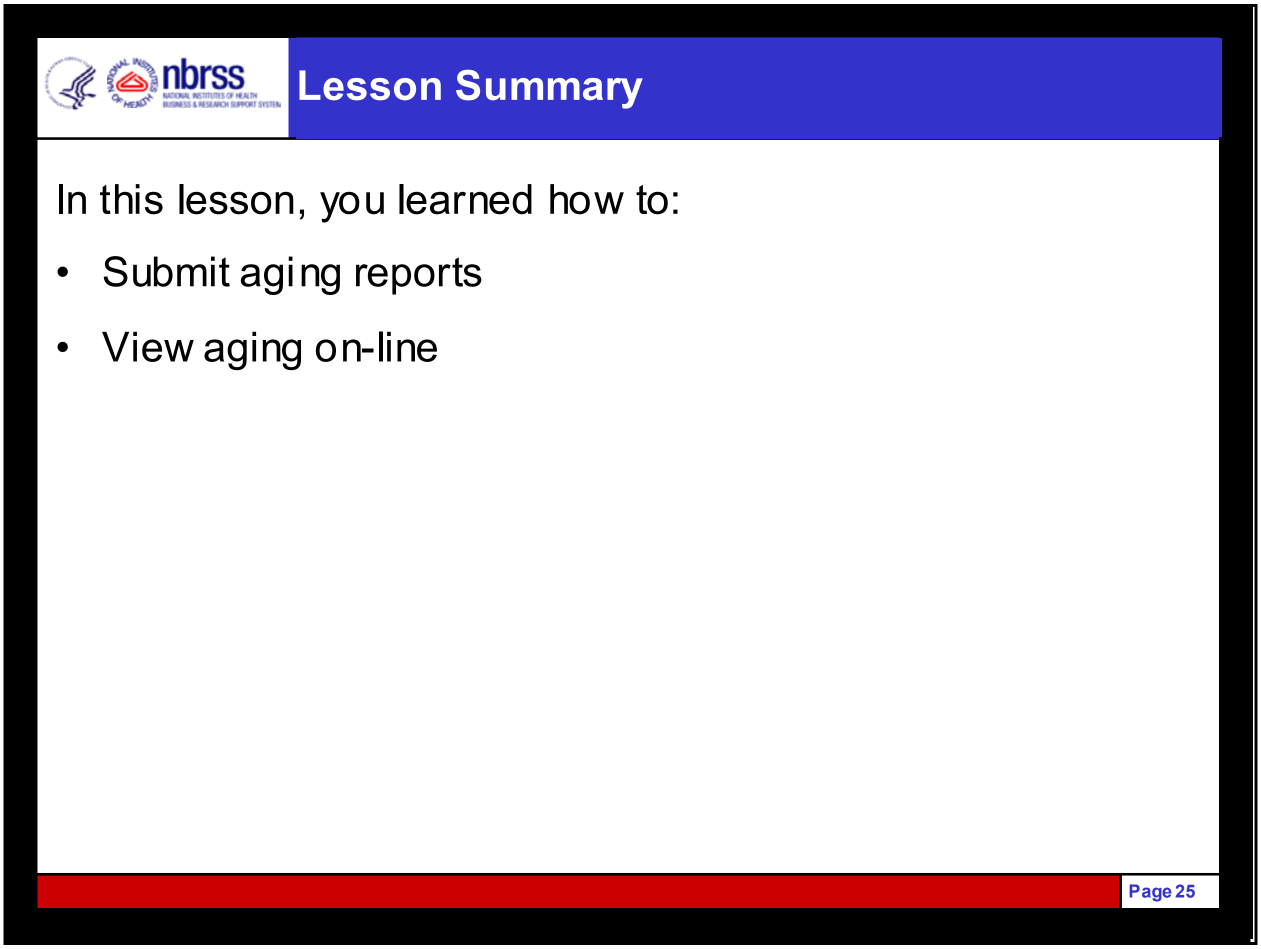
At this time, the NIH is not using functionality covered by the other buttons.

Note: You may use the export feature to export the information located in this table to excel.

Practice Lab



Complete Lab 2: Viewing Customer Aging On-Line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NATIONAL INSTITUTES OF HEALTH
BUSINESS & RESEARCH SUPPORT SYSTEM
Lesson Summary
In this lesson, you learned how to:
• Submit aging reports
• View aging on-line
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